Business and Technical Requirements

The proposed solution addresses all business and technical requirements of the RFP including:

- Process Permits - The TPMS must have the ability to support customer permit requests using e-Business technology via the Caltrans' Transportation Permits Web site. In addition, the solution must provide the State with the ability to automatically issue permits with 100% accuracy on a 24 hours per day, 7 days per week basis. Standard permit requests submitted via the Internet must be issued within five minutes after receipt by the system. The system must alert holders of valid permits of applicable route segment condition changes within one hour from the system's receipt of the change notice. The system must support a minimum of 200 multi-tasking concurrent users and be scalable to support up to 400 concurrent users without affecting system performance. The TPMS must provide storage capacity for 20% annual permit volume growth over the next ten fiscal years, with unlimited expandability for additional route clearance and customer data

- Enforce Compliance - The TPMS must be capable of identifying permit requestors who either do not have valid vehicle inspection reports or who have had their permit suspended due to previous citations issued by the CHP. In such cases, the system must be able to suspend the automatic issuance of a permit until appropriate management action is completed. In addition, the system must be able to store permit-related accident information provided by the CHP

- Vehicle Inspection - The Vehicle Inspection function must provide the inspector with the ability to remotely access vehicle inspection reports, templates, vehicle engineering drawings, and permit history. In addition, the system must provide the ability to issue new inspection reports from remote field locations and provide inspector scheduling. The system must also support inspector time/activity tracking capabilities

- System Maintenance - The solution must be capable of supporting uninterrupted operations 24 hours per day, 7 days per week. Onsite hardware will be maintained for five years, with application software and documentation upgrades for a period of five years. Hardware must be expandable to support 20% growth annually for a period of ten years

- Information Security - The solution must support various levels of security controls over all system functions and data. In addition, the system must provide the appropriate Internet security "firewall" between the application and customers. It also must provide controls for secure credit card processing

- Report Generation - The solution must be capable of providing standard as well as ad hoc report writing capabilities without affecting on-line transaction performance

- Credit Card Processing – The solution must be capable of processing credit card transactions electronically (This is an optional function that is subject to e-commerce standards to be issued by the Department of Information Technology).

- Interfaces – The solution may interface with four other systems at Caltrans. The systems are:

  1. Structures Maintenance Automated Report Transmittal (SMART) system - bridge number, bridge name, bridge location, bridge permit rating

  2. Transportation System Network (TSN) - roadway attributes

3. Integrated Maintenance Management System (IMMS) - planned maintenance lane closures

4. Lane Closure System (LCS) – other planned lane closures

The vendor will be required to prepare an Interface Plan within six weeks of contract award. The plan must identify the cost and timeframe required to provide the interfaces. Caltrans will use this information to decide whether or not to implement the interfaces.

Detailed business requirements are shown in the following table:

Req. #	STATE'S BUSINESS REQUIREMENT
D.	PERMIT BUSINESS REQUIREMENTS
D-1.	The proposed solution must allow users to submit permit requests electronically via the Internet.
D-2.	The proposed solution must generate a unique identifier for each new application entered and permit entered.
D-3.	The proposed solution must include date/time stamp capability indicating receipt of application and issue (return to customer) of a permit.
D-4.	The proposed solution must include load and vehicle configuration calculation screens with appropriate formula templates used to verify criteria. Examples include: - Center of kingpin to center of rear axle - Vehicle combination dimensions - Unladen configurations - Trailer length and description - Load per axle group
D-5.	The proposed solution must allow capture of unique attributes for identifying different types of permits.
D-6.	The proposed solution must provide electronic permit application templates by type of permit for customer data entry use. (I.e. single trip, variance, annual permit, etc.)
D-7.	The proposed solution must be able to screen and reject applications submitted with incomplete information
D-8.	The proposed solution must be able to automatically screen and reject applications submitted with inaccurate vehicle and load information (e.g., name, address, vehicle information, incorrect vehicle inspection data, etc.).
D-9.	The proposed solution must allow customers to have read-only access to the route clearing database (or equivalent) for route preview and planning purposes.
D-10.	The proposed solution must allow the permit writer to have the ability to override permit "business rules" when issuing a permit, if appropriate, and must record whoever overrides permit "business rules" by employee name, date, and time and require that a justification be entered for the override.
D-11.	The proposed solution must validate a proposed route by comparing all vehicle and load dimensions (including but not limited to loaded height, loaded width, overall loaded length, front and rear overhangs, kingpin to rear axle dimension, axle spacing, axle width, and axle weight) listed on the permit application against the route conditions and restrictions.
D-12.	The proposed solution must provide a clear indication to the permit writer of potential conflicts, issues, or problems with the route requested.

Business and Technical Requirements

Req. #	STATE'S BUSINESS REQUIREMENT
D-13.	The proposed solution must identify preferred alternative state highway detours along a requested route. The detours must be consistent with vehicle weight, height, length and width characteristics along the entire approved route, and consider such criteria as length of detour and traffic volumes.
D-14.	The proposed solution must have the ability to automatically evaluate a self-issue permit for completeness and accuracy and determine if it can be issued without a permit writer's review.
D-15.	The proposed solution must include on-line help, providing instructions for how to complete data fields that are incorrect or incomplete on the permit application.
D-16.	For permit applications generated using the automatic electronic permit application method, issued permits must indicate permit writer or computer-generated revisions (edits or changes) to the electronic permit application and approved routing in a method for easy recognition of changes by the applicant.
D-17.	The proposed solution must provide a method to link the original permit and additional permit pages (including riders, additional restrictions) by unique identifier.
D-18.	The proposed solution must identify vehicles that require a valid vehicle inspection report.
D-19.	The proposed solution must allow Caltrans to search in any data field in the proposed solution.
D-20.	The proposed solution must perform, before the permit request is processed, an automated permit application review validating that the route is appropriate for the proposed vehicle's height, weight, width, and length (including kingpin to rear axle and overhang, travel conditions, pilot car requirements, etc.).
D-21.	The proposed solution must automatically identify pilot car requirements (see "Single Trip Pilot Car Maps" in the Vendor Library).
D-22.	The proposed solution must provide an up-to-date accurate route clearing database and the capability to update the route clearing database as needed.
D-23.	The proposed solution must include all permanent and temporary updates for bridge, highway, lane and ramp restrictions or closures; curfews; updates to highway and ramp conditions and bridge load capacity ratings; short term restrictions from Construction, Maintenance, Structures Maintenance and Investigations, and Encroachment Permits.
D-24.	The proposed solution must include highway and/or bridge updates, restrictions or closures which must include but not be limited to bridge or route numbers, direction of travel, ramp names, starting dates and times, and ending dates and times.
D-25.	The proposed solution must require that all "warning flags or indicators" are resolved prior to issuing a permit either in the automatic or manual modes.
D-26.	The proposed solution must automatically provide an electronic copy of issued permits.
D-27.	The proposed solution must provide an electronic interface with the following Caltrans databases: – Structures Maintenance Automated Report Transmittal (SMART) system – Bridge number, bridge name, bridge location, bridge permit rating – Transportation System Network (TSN) – Roadway attributes – Integrated Maintenance Management System (IMMS) – Planned maintenance events (lane closures, overlays, etc
D-28.	The proposed solution must identify all height, weight, width, and length restrictions relevant to the proposed route.
D-29.	The proposed solution must automatically notify all permit holders of route condition changes affecting their routes within one hour from receipt of the change notice.

Business and Technical Requirements

Req. #	STATE'S BUSINESS REQUIREMENT
D-30.	The proposed solution must provide the capability to capture and store permit data, including but not limited to: - Responsible person's name or company transporting the extralegal load or operating the permitted vehicle - Permit applicant street address or P. O. - Box, City, State, and Zip - Contact and FAX phone numbers - E-mail address - Indicator of how the load is transported (i.e. haul, drive, or tow) - Description of the load or equipment to be moved - Semi-trailer length - Description of hauling equipment - Width of vehicle hauling load, or the width of a fixed load (such as a crane) in feet and inches - Kingpin to center of rear most axle measurement in feet and inches - Actual length of vehicle and/or vehicle combination from most forward portion to most rear in feet and inches (not including overhanging portions of load) - Axle information for up to 22 axles including axle weight, type, groups, sequence, tire width and load rating, and tire counts per axle - Axle spacing between axles in feet and inches - Axle width at tire sidewall in feet and inches - Maximum allowable weight on each axle group or axle combination in pounds - Loaded height in feet and inches - Loaded width in feet and inches - Loaded overall length in feet and inches - Loaded front and rear overhangs in feet and inches - Weight class computation results - Origin City or Port of entry of the load - Trip destination city of the load - Authorized State highway routes for transporting the extralegal load - Pilot car requirements (including number of pilot cars and pilot car requirements for each route segment) - Method of payment (i.e. Caltrans debtor account, credit card, or the Fee Exempt Agency name) - Date of the permit application submittal - Credit Card expiration date - Permit fee amount - Permit writer name or authorized State agent - Date the permit is issued - Permit applicant's requested route - Permit applicant's requested dates of movement and trip origin and destination - Name of contact person at hauling company or permit service - Permit valid dates - Authorized travel conditions (i.e. during darkness, weekends, or 3 AM travel time) - Assigned transportation permit unique identifier - Indicator of attachments - List of required attachments for each generated permit
D-31.	The proposed solution must track permit history by customer name for current and previously issued permits.

Business and Technical Requirements

Req. #	STATE'S BUSINESS REQUIREMENT
D-32.	The proposed solution must provide the capability to determine and generate required permit attachment documents with the permit.
D-33.	The proposed solution must reconcile the permits issued based on fees collected, trips made, permit type, and time expended by permit writer.
D-34.	The proposed solution must provide the ability to record payment received for permit fees on the date such payment is made. Note: The solution is not required to track transactions between the State and customers' banks and/or credit card companies).
D-35.	The proposed solution must track permit charges by permit, unique identifier, customer name, debtor number, amount ($), charge type, (cash, check, credit card), and date range, (i.e., daily, weekly, monthly etc.,)
D-36.	The proposed solution must have the ability for applicants to electronically apply for a debtor account number with Caltrans Accounting.
D-37.	The proposed solution must provide the capability of processing credit card payments electronically (NOTE: the Bidder must meet this requirement; however, the State may not implement this solution component if it is not compatible with the State's e-Commerce standards when they have been developed and published).
D-38.	The proposed solution must allow Caltrans to create and maintain a searchable list of other jurisdictions issuing extralegal permits (i.e., cities and counties), and a list of professional permit services (name, address, telephone number, e-mail, etc.).
D-39.	The proposed solution must allow permit writers to store, retrieve, display, and reuse selected permit routes. The routes must be searchable by criteria such as date of issue, origin, destination, height, weight, width, and length.
D-40.	The proposed solution must summarize backlog information for both automated permits and those requiring permit writer. This information must be viewable by the applicant and Caltrans.
D-41.	The proposed solution must "flag" permits that are on hold and list reasons for being on hold. The solution must notify Caltrans as soon as documents are received or actions are required.
D-42.	The proposed solution must record and track the status of each permit at each stage of permit processing using a date/time stamp capability. The status must be viewable by the applicant (using unique customer identifier). Caltrans must be able to view the status of all permits.
D-43.	The proposed solution must provide a mechanism to associate telephone inquiries, correspondence received, and staff actions taken to specific permit identifiers or applicants.
D-44.	The proposed solution must allow the emergency permit writer to access the route clearing database and issue a permit, with a unique identifier, from a remote location.
D-45.	The proposed solution must utilize standard route description/format conventions for all permits issued.
D-46.	The proposed solution must provide the ability to view as-built engineering drawings (i.e., vertical clearance drawings for bridges) and engineering data for multiple bridges within an interchange on selected routes. (NOTE: Caltrans will provide the data.)
D-47.	**DELETED**
D-48.	The proposed solution must provide the ability to include a "remarks" section for Caltrans permit writer use on electronic permits. The "remarks" must be optional as to whether the information is printed on the approved permit or is retained for internal purposes only.
D-49.	The proposed solution must accommodate the use of non-contiguous routes on a single permit (e.g.- from Stockton Blvd on –ramp via Route 50 to Howe Avenue exit-*-from Watt Avenue on-ramp via Route 50 to Hazel Avenue exit)."

Business and Technical Requirements

Req. #	STATE'S BUSINESS REQUIREMENT
D-50.	The proposed solution must be able to create multiple permits with unique identifiers from a single application.
D-51.	The proposed solution must provide updateable, Web-based "frequently-asked-questions" function.
D-52.	The proposed solution must be able to populate permit application fields with inspection report data, if applicable
D-53.	The proposed solution must allow users to submit permit requests electronically via Fax/OCR for direct data input
D-54.	The proposed solution must provide a search capability of route origin and destination by city, and/or State highway street address.
D-55.	The proposed solution must allow the applicant and permit writer to view each route segment through an electronic map or graphic medium such as GIS.
D-56.	The proposed solution must have the ability to store permit related accident information provided by the CHP to Caltrans.
D-57.	The proposed solution must permit the development of custom edits and validations on individual fields to ensure that only valid codes are entered. Customization options must include, not be limited to, the following: - Field type (i.e., numeric, alpha, required entry, justification) - Validity (i.e., table look-up, data look-up) - Auto fill - Technical content (e.g. by kingpin size versus trailer length from kingpin to rear axle) - Relational edits (e.g., editing relationships between fields) - Spell checking for text fields - Field values (acceptable range)
D-58.	The proposed solution must track vehicle code citations by customer identifier and automatically reject permit applications from suspended companies.
D-59.	The proposed solution must maintain permit history on all route segments (example: "Route 50 from Watt Avenue to Hazel Avenue") by criteria such as the following: – Permit unique identifiers – Vehicle class – Vehicle configuration/ characteristics – Post miles – Date route last used – Industry segment (construction, mobile homes, industrial equipment, etc.) – Company name – Reported accidents and near misses. – Data must be presented in tabular format (graphical format is desirable).
E.	VEHICLE INSPECTION REQUIREMENTS
E-1.	The proposed solution must provide the inspector with the ability to remotely access all vehicle inspection reports (no expiration or archive time limit).
E-2.	The proposed solution must provide standard and frequently-used electronic vehicle configuration templates that are editable for a variety of truck configurations used for inspections (i.e., fixed loads, heavy haul vehicles, towed equipment, drill rigs, concrete pumps, cranes, rock crushers, etc.) in a user-friendly format.
E-3.	The proposed solution must electronically assign unique vehicle inspection form identifiers and unique vehicle inspection report identifiers.
E-4.	The proposed solution must produce electronic copies of inspection reports and generate a hard copy for the vehicle operator at the time of inspection.

Business and Technical Requirements

Req. #	STATE'S BUSINESS REQUIREMENT
E-5.	The proposed solution must support viewing of vehicle engineering drawings and templates on the vehicle inspector's laptop equipment.
E-6.	The proposed solution must provide remote access to E-mail.
E-7.	The proposed solution must provide a time tracking function by activity (e.g., inspection, customer name, unique customer I.D. automatically assigned by the system, VIN), travel time spent, travel miles, expenses, etc.
E-8.	The proposed solution must maintain multiple templates by vehicle category containing permit application and vehicle inspection information, such as: - Name of company - Type of vehicle - Vehicle dimensions (height, width, combination length, kingpin to center of last axle) - Make and Model - Serial number or VIN number - Front and rear overhang load - Date of inspection - Inspector Name - Location of inspection
E-9.	The proposed solution must convert all existing hard copy historical vehicle inspection reports (approximately 10,000) into the new system.
E-10.	The proposed solution must have the ability to generate reports related to inspection reports, including, but not limited to, such information as: customer name, vehicle type, serial number and number of axles.
E-11.	The proposed solution must electronically link vehicle profile sheets to inspection reports.
E-12.	The proposed solution must automatically populate (but still be editable) standard fields from previously submitted applications or vehicle inspection request.
F.	GENERAL REQUIREMENTS
F-1.	The proposed solution must have the ability to update any field on the database once and have that update available throughout the system.
F-2.	The proposed solution must retain the permit transaction history (i.e., permit application, completed permit, telephone inquiries, correspondence received, and staff actions taken) for the previous 3 years plus the current year data so that, at any point in time, known route clearance conditions can be identified.
F-3.	The proposed solution must provide the ability to convert highway-related data (e.g. – vertical and horizontal clearances, postmiles, etc.) from metric to Standard American Engineer (SAE) units, and from SAE to metric units.
F-4.	The proposed solution must record and identify which state employees were sent alert messages and whether the message was received.
F-5.	The proposed solution must have: – Ergonomically designed application screen formats to reduce employee eyestrain and fatigue. – As a minimum, ergonomic features must conform to federal and Cal- OSHA requirements (CFR 1910) an industry best practices whichever is more stringent. – Intuitive screens and prompts – A method of displaying warning indicators that will attract operator attention ("Flags" or highlights must be obvious to user with both color and black and white display devices)
F-6.	The proposed solution must provide workstation response time less then 3 seconds from time the permit application is received for concurrent processing of automated permits.

Business and Technical Requirements

Req. #	STATE'S BUSINESS REQUIREMENT
F-7.	The proposed solution must initially support up to 200 multi-tasking concurrent users and be scalable without fundamental changes in hardware or software to 400 users, without system degradation or performance degradation.
F-8.	The proposed solution must provide for remote connectivity.
F-9.	The proposed solution must process self-issued permits within 5 minutes from submission (i.e. from time application is received to time permit is issued).
F-10.	The proposed solution must process multiple self-issue (automatic) permits simultaneously.
F-11.	The proposed solution must provide a consistent graphical user interface, including standard naming conventions, and key functions, picklists, and drop downs within the application.
F-12.	**DELETED**
F-13.	The proposed solution must facilitate data entry using standard windows functionality (i.e. pull down screens, lists of values, tabs, drag-and-drop, cut-and-paste, or pick lists) for appropriate vehicle configuration, type of load, type of permit application, etc.
F-14.	**DELETED**
F-15.	**DELETED**
F-16.	**DELETED**
F-17.	The proposed solution must provide for the design and development of up-to-date, Internet-accessible Standard Operating Procedures for Caltrans permit writers.
F-18.	The proposed solution must accommodate electronic signatures.
F-19.	The proposed solution must provide a tool to develop customizable forms on-line without modifying the application source code, implement security for data fields when designing forms, and create edit/validation criteria to be designed into the defined forms.
F-20.	The proposed solution must provide a means for selectively archiving and retrieving data (i.e. by date, permit number, etc.)
F-21.	The proposed solution must electronically transmit accounting data to Caltrans Accounting.
G.	**INPUT VALIDATION AND ERROR HANDLING CONTROLS**
G-1.	The proposed solution must enforce completion of mandatory data fields prior to exiting the screen and/or saving the record.
G-2.	The proposed solution must allow the user to exit a screen without saving the changes.
G-3.	The proposed solution must identify all basic route clearing database entry errors (such as appropriate range, data type, Boolean, field validation) explain the errors through descriptive messages in non-technical terms, and allow all data to be corrected on-line at the point of entry.
H.	**OUTPUT AND REPORTING FEATURES**
H-1.	The proposed solution must provide the ability for a permit writer to retrieve and work specific permits in queue.
H-2.	The proposed solution must provide management reports documenting the timeliness of highway data submitted by external Caltrans entities to update the route clearance database.
H-3.	The proposed solution must provide tools to generate permits using the standard Caltrans form including, but not limited to, appropriate route descriptions, unique identifier, vehicle information, pilot car requirements, required attachments accompanying the permit.
H-4.	The proposed solution must provide Wizard tools to develop standard or customized reports or forms.
H-5.	The proposed solution must provide the ability to track permit rejects by reason code (Example: suspended company, invalid credit card, reducible load).

Business and Technical Requirements

Req. #	STATE'S BUSINESS REQUIREMENT
H-6.	The proposed solution must include a report writer tool that, given appropriate security, will: – Access all data within the system. – Output to printer, fax, and various electronic media. – Allow on-line viewing of report without having to print a hard copy.
H-7.	The proposed solution must be capable of producing the following management and accounting reports such as: – Time check by permit writer (time in and time out). – Time check by customer (time in and time out). – Daily production by time, type of permit, permit writer, customer, region, or route. – Monthly production (by same elements listed above). – Hourly/workload distribution by permit writer. – Permit rejection percentage (by day, week, month, company). – Accounting Reports tracked by permit number, debtor account number, unique internal tracking number, method of payment (credit cards, debtor account, cash, check), and summarize by customer or permit writer. – Automatic reconciliation of receipts with, type of permit, customer, method of payment. – Number of permits in queue (real time). – Permits types processed by hour, day, week, month.
H-8.	The proposed solution must notify the applicant of rejection and explain the reason for rejection.
H-9.	The proposed solution must allow reports and queries to be stored in user or group libraries, and viewed by authorized users.
H-10.	The proposed solution must generate standard and customized file and mailing labels, forms, and form letters.
H-11.	The proposed solution report writer must allow user to define names (such as special headings for data columns) for any element on a report.
H-12.	The proposed solution must provide the ability for users to select specific data to be displayed and specify the sort order on multiple data items within a report.
H-13.	The proposed solution must provide the ability to execute a report request on-line, schedule the report to be run at a later date and/or time (such as overnight), and to run a report at any time during the month, always reflecting requested data.
H-14.	The proposed solution must be able to sort permits by customer or owner name, customer identifier, date, time, etc.
H-15.	The proposed solution must meet all "Output and Reporting" requirements without degrading on-line transaction performance.
I.	**SYSTEM SECURITY FEATURES**
I-1.	The proposed solution must support the following levels of security controls over all system functions and data: – User – Group – Application – Screen and fields within a screen – Report – Fields or record within the database
I-2.	The proposed solution must provide an audit trail for all changes, additions, and deletions to permit information.

Business and Technical Requirements

Req. #	STATE'S BUSINESS REQUIREMENT
I-3.	The proposed solution administration facilities must provide the ability to report on: – Access to and/or modification of information audit trail – Security breaches or attempts at security breaches – Access rights as established for individuals, user groups, or by location
I-4.	The proposed solution must provide on-line maintenance of user security, including the ability to assign, revoke, and easily change passwords on a regular basis, and the ability to "clone" security access profiles.
I-5.	The proposed solution must provide authorized internal and remote employees and permit applicants access to the application via the Internet, through an encrypted connection (e.g. VPN or IPSec user authentication)
I-6.	The proposed solution must incorporate database encryption and Public Key Infrastructure (PKI) design concepts.
I-7.	The proposed solution must generate authenticated tamper-proof permits.
I-8.	The proposed solution must provide adequate environmental and security controls to prevent the unauthorized access to, modification to or loss of data.
I-9.	The proposed solution must allow Caltrans to set limits for the number of permit applications that can be submitted with a single transaction.
I-10.	The proposed solution must establish unique customer identifiers and passwords to be used in all transactions (Customers must be able to change their password).
I-11.	The proposed solution must provide a security "firewall" between Caltrans applications and its customers (such as the use of a proxy server or a one-way mirrored database).
I-12.	The proposed solution must restrict customers to read-only access of the route clearing database, or equivalent, and other similar internal applications.
I-13.	The proposed solution must support a multi-level supervisory approval hierarchy for various user-defined actions (e.g., require approvals for final schedule, permit reschedule, or fee changes).
I-14.	The proposed solution must provide controls for secure credit card processing.
I-15.	The proposed solution must allow the supervisor to designate or restrict, and maintain, the types of permit applications that each permit writer can process. Designating criteria must include all fields on the permit application.
J.	TRAINING
J-1.	The proposed solution must provide training for various levels of system users and technical support staff, local agencies, and California Highway Patrol officers.
J-2.	The proposed solution must provide training materials specific to the solution being implemented for Caltrans.
J-3.	The proposed solution must provide training materials in hard and electronic format and fully compatible with Microsoft Office 97.
J-4.	The proposed solution must provide an on-line interactive training program. The training program must be suitable for: – Training new Caltrans permit writer employees – Trucking industry owner/ operators on how to prepare and submit permit applications using the proposed solution
K.	SUPPORT/MAINTENANCE REQUIREMENTS
K-1.	The proposed solution must provide mission-critical support services including, but not limited to, 24-hour application availability, high-availability products, establishing high availability business processes and training, parallel or dual database functionality, immediate remote diagnosis, and timely disaster recovery.

Business and Technical Requirements

Req. #	STATE'S BUSINESS REQUIREMENT
K-2.	The proposed solution must provide onsite hardware maintenance for a period of five years.
K-3.	The proposed solution must provide application software and documentation upgrades for a period of five years.
K-4.	The proposed solution must provide application software maintenance for a period of five years.
K-5.	The proposed solution must provide an easy upgrade path to new releases such that customizations are achieved without recoding and without sacrificing the current functionality of the application.
L.	**HARDWARE REQUIREMENTS**
L-1.	The proposed solution must provide new workstations and monitors for each permit writer, supervisor, database administrator, and construction/ maintenance liaison plus one workstation and monitor for public access in each Transportation Permits Region Office. This equipment must satisfy the performance requirements of this RFP and meet or exceed the current Caltrans equipment specifications for workstations, servers, etc. (see Section III.D.1.d – Equipment Standards).
L-2.	The proposed solution must be expandable to support up to a 20% increase in data storage annually for a 10-year period.
L-3.	The proposed solution must provide mission-critical, parallel database functionality, with immediate remote diagnosis on the system's servers.
L-4	The proposed solution must provide backup and restore functions.
L-5.	The proposed solution must provide 24-hour, 7 days per week maintenance support with 2-hour response time on the system's primary servers.
L-6.	The proposed solution must provide 12 hour, 5 day per week maintenance support with 6-hour response time on the proposed system workstations, monitors and printers.
L-7.	The proposed solution must provide a minimum of two "hot swap" workstations and monitors at each permit issuing office location, all of which meet the performance requirements of this RFP.